

James Fisher

Marine Services



QUALITY MANAGEMENT PLAN

Version	Date	Changes	Author	Approved



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1 The JFMS Quality Accreditation

The certificates are attached at the end of this document.

2 Quality Policy

JFMS has established, documented and implemented a quality management system (QMS) which it maintains and continually improves in accordance with the requirements of ISO 9001:2015. The QMS documentation consists of a HSEQ Policy Statement that refers to Quality Objectives, Operating Procedures and Records required by ISO 9001:2015 and other documents, including records determined by JFMS to be necessary to ensure the effective planning, operation and control of its processes. The policy is communicated and understood within the organisation and is reviewed periodically for its continuing suitability (minimum annually).

Please see the HSEQ Policy Statement attached.

3 Quality Strategy

The JFMS Quality Strategy is to prevent non-conformities, defects and errors, removing the requirement to correct them. As an organisation JFMS aim to provide a high quality service to the Authority, both through our Overseers and in the head office support.

4 Outline Quality Management Plan

4.1 Contract Requirements

JFMS understand that the purpose of this contract is to supply suitably qualified and experienced personnel to provide upkeep management services for the commercially support shipping team. JFMS have a core team of personnel, known and approved by the MOD. We appreciate the importance of finding additional personnel for these specialist tasks.

Prior to their deployment any nominated overseers will need to provide certain information through an appraisal process outlined in the JFMS "Contractor Selection and Management Procedure" attached at the end of this document.

4.2 Quality Planning

The Project Manager will plan for the loss of key personnel and unexpected changes in resource demand from CSS. JFMS have sufficient flexibility within its resources through part time working contractors who wish to be deployed flexibly and a network of marine professionals deemed to be Suitably Qualified and Experienced Personnel (SQEP) for the purposes of this contract. A downturn in resource demand from the Authority is not deemed to be a problem due to the free-standing contractual arrangements existing with each Overseer.

Within the wider network of personnel, we are at no point 100% committed and therefore are able to meet unexpected demand or replace an existing Overseer in the event of an unforeseen circumstance, eg sickness etc.



As part of the day to day management, should an Overseer become unavailable for any reason he is required to advise the Project Co-Ordinator his unavailability including the expected timescale. The Project Co-Ordinator then advises the Authority of the situation and agrees a replacement.

If the Authority becomes aware that an Overseer has not attended as requested, without having been notified by JFMS then the Authority is requested to notify the Project Manager in order that investigations can be instigated and a replacement provided, if necessary.

4.3 Risk

When planning for the Quality Management System (QMS), JFMS will determine the risks and opportunities that must be addressed to give assurance that the QMS can achieve its intended results and maintain continuous improvement. JFMS will plan actions to address these risks and opportunities and how to evaluate the effectiveness of these actions.

4.4 Process for Non-Conformances and Customer Complaints

Attached at Appendix G is the JFMS “Monitoring, Measurement and Improving Procedure” (JF-PRO-IMS-0011-03). This describes the process for the monitoring, measurement and improvement of processes, the implementation of corrective and preventative actions (including the management of internal and customer complaints) and the continual improvement of the Integrated Management System (IMS) effectiveness.

4.5 Customer Feedback

All feedback from customers is monitored and analysed to ascertain customer satisfaction. Any service problems or improvement suggestions can be received by any member of staff. A record of correspondence related to significant feedback is maintained in customer or project specific folders on the central Network or ‘F’ Drive. Customer feedback is also obtained through the company website via email.

All customer feedback resulting from perceived dissatisfaction in relation to the supply of services is identified as a customer complaint and is recorded in the IMS non-conformance log. Appropriate information is recorded to identify the customer, problem type and initial corrective action. The log is completed with corrective and preventive actions resulting from the analysis of the issue raised. Results of the investigation and where required, subsequent corrective action is fed back to the customer.

The Customer Feedback Form (JFMS-IMS-QUA-09-01-02-001) will be sent to customers on conclusion of a significant supply activity. The feedback form is a way that the company measures the customer’s perception of quality of the overall service provided. The Project Manager is responsible for ensuring that customers are sent the Customer Feedback form. Surveys will be sent to the customer representative shortly after the project has finished, or an annual basis if the project is ongoing and scheduled to last over a period of years.

The HSEQ Department are responsible for reviewing the feedback in cooperation with the Project Manager and identifying and reporting recurring or repetitive comments that are made. They will identify any areas for improvement and report any areas of concern to the Senior Management Team.

Customer feedback will be reported for analysis in the Management Review.



5 Quality System Certificates

Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2008

This is to certify that:

James Fisher Marine Services Ltd
Booths Park House
Booths Park Estate
Chelford Road
Knutsford
WA16 8WZ
United Kingdom

Holds Certificate Number:

FS 654916

and operates a Quality Management System which complies with the requirements of ISO 9001:2008 for the following scope:

Offshore and onshore marine project management and the delivery of marine operations in support of both the James Fisher Group Core businesses and external clients.

For and on behalf of BSI:

Frank Lee, EMEA Compliance & Risk Director

Original Registration Date: 21/03/2006

Latest Revision Date: 06/06/2016

Effective Date: 25/05/2016

Expiry Date: 06/01/2018



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Certificate of Registration

ENVIRONMENTAL MANAGEMENT SYSTEM - ISO 14001:2004

This is to certify that:

James Fisher Marine Services Ltd
Booths Park House
Booths Park Estate
Chelford Road
Knutsford
WA16 8WZ
United Kingdom

Holds Certificate Number:

EMS 654918

and operates an Environmental Management System which complies with the requirements of ISO 14001:2004 for the following scope:

Offshore and onshore marine project management and the delivery of marine operations in support of both the James Fisher Group core businesses and external clients.

For and on behalf of BSI:

Frank Lee, EMEA Compliance & Risk Director

Original Registration Date: 10/02/2015

Latest Revision Date: 06/06/2016

Effective Date: 24/05/2016

Expiry Date: 10/02/2018



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Certificate of Registration

OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEM - OHSAS 18001:2007

This is to certify that:

James Fisher Marine Services Ltd
Booths Park House
Booths Park Estate
Chelford Road
Knutsford
WA16 8WZ
United Kingdom

Holds Certificate Number:

OHS 654920

and operates an Occupational Health and Safety Management System which complies with the requirements of BS OHSAS 18001:2007 for the following scope:

Offshore and onshore marine project management and the delivery of marine operations in support of both the James Fisher Group Core businesses and external clients.

For and on behalf of BSI:

Frank Lee, EMEA Compliance & Risk Director

Original Registration Date: 12/12/2014

Latest Revision Date: 06/06/2016

Effective Date: 24/05/2016

Expiry Date: 11/12/2017

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6 Quality Policy Statement

Health, Safety, Quality and Environment Policy Statement



James Fisher Marine Service (JFMS) is committed to maximising customer value by delivering high-quality solutions that are innovative, inherently safe and environmentally friendly. Our deep commitment to Health, Safety, Quality and Environment, (HSQE), is reflected in our core values: Excellence, Accountability, and Innovation.

As part of the James Fisher Group, we are aligned and committed to ensuring that customer needs and expectations are met and exceeded achieving the ultimate goal of providing products and services safely, within budget, on schedule and to the correct specification, endeavouring to achieve total customer satisfaction, with a right first time approach, keeping corporate responsibility high on the 'critical to success' agenda.

An essential element in demonstrating our HSQE commitments is via our unrelenting resolve to expedite the attainment of our core values. Additionally JFMS will continually strive to improve our HSQE performance in accordance with the requirements of OHSAS 18001, ISO 9001 and ISO 14001 respectively and will initiate strategies that will:

- Develop, continually improve and measure overall performance, by establishing attainable HSQE goals.
- Acknowledge and reward excellence.
- Promote corporate responsibility.

More specifically we shall:

- Maintain a commitment to prevention of ill health and injuries to all employees, contractors, visitors and members of the public, and prevention of pollution on undertakings under our control, both on and offshore.
- Provide a safe working environment to all employees, contractors, visitors and members of the public, on undertakings under our control, both on and offshore, by providing and maintaining safe plant, safe equipment, safe facilities and safe working practices.
- Ensure all undertakings are adequately planned and resourced (both financially and physically) and carried out by trained, competent personnel.
- Identify all HSQE hazards/aspects and mitigate risks/impacts associated with our undertakings, in compliance with statutory obligations and JFMS and Customer imposed requirements.
- Commit to continuous HSQE improvement throughout our business activities, by the setting and monitoring of clearly defined measureable objectives that are applicable to all employees.
- Consult with employees on all matters which may affect their health and safety.
- Engage with our employees, suppliers and contractors to promote our safety first, right first time, and corporate responsibility aspirations.
- Ensure employees are provided with adequate training, information, instruction and supervision to enable them to undertake their duties competently.
- All employees will be actively encouraged to report near misses and safety/environmental concerns in order to create a culture of safety and responsibility.
- Observe and comply with all applicable onshore and offshore legislative provisions and requirements.
- Reduce our carbon footprint by conserving natural resources and reducing waste generated by our operations.
- Ensure the implementation and maintenance of the management systems, enabling continuous improvement through regular monitoring, audit and review.

This HSQE Policy will be displayed on notice boards at all JFMS facilities, and will form part of all new employee induction training.

This Policy is supported by the JFMS Integrated Management System and is endorsed and monitored by Senior Management.

This Policy will be reviewed periodically to ensure its continued adequacy and suitability (minimum annually).

Signed

A handwritten signature in black ink that reads 'Richard Burmeister'.

Richard Burmeister
Managing Director
James Fisher Marine Services

Date 09/03/2016

Doc No: JF-POL-IMS-0001-05-JFMS HSQE Policy Statement



7 Contractor Selection and Management Procedure

James Fisher

Marine Services



**Contractor Selection and Management
Procedure**



1. Purpose

- To ensure that selected and approved contractors are in compliance with James Fisher Marine Services minimum standards relating to Loss Control.
- To ensure that exposure to loss, including any associated environmental aspects, are identified prior to commencement of works or providing of services.
- To ensure that client, main contractor and sub-contractor are compliant with relevant UK and European legislation where applicable.

2. Scope

This procedure applies to any supplier, contractor or their sub-contractors, that either works, or provides a service, on behalf of James Fisher Marine Services. A specific list of the types of work or services provided and the relevant Loss Control categories is compiled by James Fisher Marine Services personnel and updated as necessary. (See form, JFMS-IMS-SAF-06-01-08-005-vA: Loss Control Category Listing for Services).

In order to provide services or carry out work for James Fisher Marine Services, any contractor or supplier must be able to provide certain information through an appraisal process, in the case of a directly appointed contractor or supplier, this will involve the provision of information in line with JFMS-IMS-SAF-06-01-08-003-vC Primary Appraisal questionnaire. Where an appointed contractor uses a sub-contractor, James Fisher Marine Services will require evidence of an effective, suitable and sufficient, secondary appraisal conducted by the appointed contractor, this appraisal system will be subject to review by James Fisher Marine Services, prior to acceptance of any sub-contractor. The level of information required from any sub-contractor will be determined on potential for loss to James Fisher Marine Services and/or the main contractor through Loss Control Category rating and will be evaluated through discussion between James Fisher Marine Services and the main contractor prior to any works commencing or supplies procured.

3. Main References

- Construction (Design and Management) Regulations 2015 (CDM 2015).
- HSE, (2003). *Use of contractors, a joint responsibility*, INDG 368. HSE website.

4. Loss Control Categories

All contractors carrying out works or providing a service for James Fisher Marine Services are formally assessed and placed into one of four specific categories, these being;

- **Very Low Loss Control Category – A:** Contractors that present a very low potential for loss AND working less than 5 persons days per year for James Fisher Marine Services. If potential for loss cannot be ascertained then a more stringent process of appraisal should be considered, subject to SHEQS Department evaluation, as stated below.
- **Low Loss Control Category – 1:** Part time and/or low risk work, minimal potential for loss to James Fisher Marine Services and/or the contractor. Associated costs up to £40,000 per annum.
- **Medium Loss Control Category – 2:** Contractors on site for a short duration, (less than 400 persons hours per annum), but with an increased level of risk, moderate potential for loss to James Fisher Marine Services and/or the contractor. Associated costs in excess of £40,000 but less than £500,000 per annum.
- **High Loss Control Category – 3:** Contractors on site for medium to long term periods in excess of 400 persons hours per annum or carrying out higher risk work, (eg. Diving, Work at Height, Hot work, confined space operations etc.), where there is a higher potential for loss to James Fisher Marine Services and/or contractor. Associated costs in excess of £500,000 per annum.

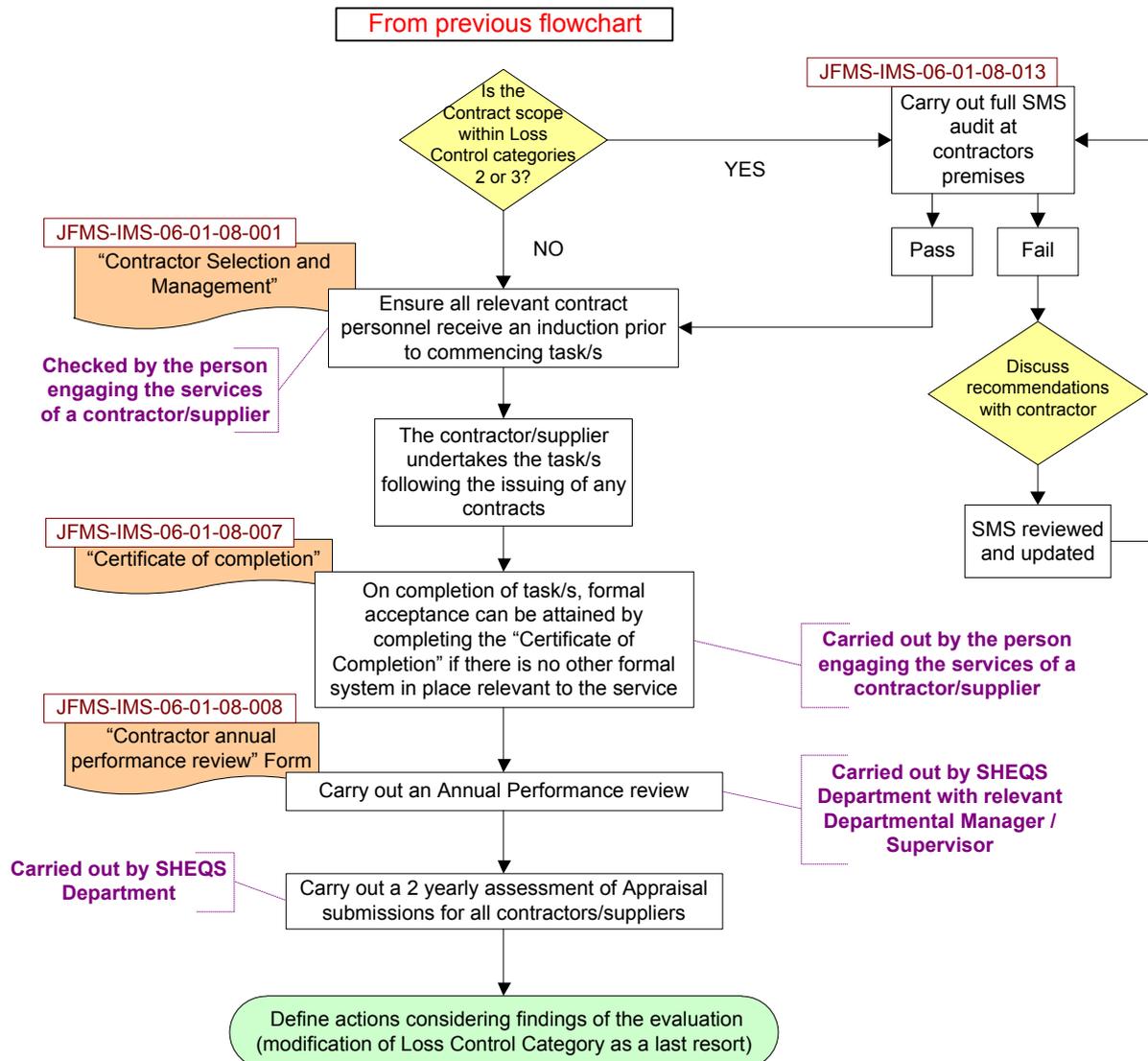


5. Relevant forms

- JFMS-IMS-SAF-06-01-08-001: Contractor Selection and Management Procedure.
- JFMS-IMS-SAF-06-01-08-002: List of approved contractors.
- JFMS-IMS-SAF-06-01-08-003: Primary Appraisal Questionnaire.
- JFMS-IMS-SAF-06-01-08-004: Appraisal guidelines.
- JFMS-IMS-SAF-06-01-08-005: Loss Control Category Listing for Services.
- JFMS-IMS-SAF-06-01-08-006: Pre-contract review meeting agenda.
- JFMS-IMS-SAF-06-01-08-007: Certificate of Completion.
- JFMS-IMS-SAF-06-01-08-008: Contractor annual performance review.
- JFMS-IMS-SAF-06-01-08-009: Machinery and equipment information.
- JFMS-IMS-SAF-06-01-08-010: Appraisal Questionnaire, (Very Low Potential for Loss).
- JFMS-IMS-SAF-06-01-08-011: Appraisal rating.
- JFMS-IMS-SAF-06-01-08-012: Low loss Contractor appraisal rating.
- JFMS-IMS-SAF-06-01-08-013: Safety Management System Audit proforma.

6. Definitions

- **Client:** James Fisher Marine Services.
- **Principal Contractor:** Any 'Body Corporate' that has taken on the role of Principal Contractor under the terms of the Construction (Design and Management) Regulations.
- **Main Contractor:** Any individual or collective body carrying out work, providing services, or supplying goods to James Fisher Marine Services and appointed directly.
- **Sub-contractor:** Any subordinate company employed by a Principal or Main Contractor in pursuance of services on behalf of the Principal or Main Contractor.
- **Supplier:** Any company or individual that may supply goods to James Fisher Marine Services where significant losses could be incurred if goods supplied failed or where supply requires installation by supplier.
- **Primary appraisal:** Contractor appraisal conducted by main contractor and evaluated by James Fisher Marine Services personnel in line with JFMS-IMS-SAF-06-01-08-003-vC.
- **Secondary appraisal:** Appraisal of sub-contractor by main contractor and evaluated by both main contractor and James Fisher Marine Services personnel where necessary. Please also refer to JFMS-IMS-SAF-06-01-08-004-vC: Appraisal Guidelines.



7. Important note

If a Principal Contractor is appointed under the terms of CDM 2015, the requirements imposed by those regulations will need to be stringently considered on terms of potential for loss, any Principal Contractor will be required to satisfy all of the Primary appraisal criteria prior to carrying out any works for James Fisher Marine Services by virtue of the size and nature of the project.

Any contractors or sub-contractor not already approved and recorded will be given a "CR" (Company Rating), score on evaluation of appraisal. They will then be allowed to carry out work or supply services or goods within the relevant Loss Control Category but only under strict scrutiny of James Fisher Marine Services personnel and this will be the case until those seeking approval have satisfied all criteria applicable to this procedure.



8. Contractor Inductions

Prior to consideration of ANY contractor for induction, certain criteria must be met. In the case of any Principal or Main Contractor, James Fisher Marine Services SHEQS Department will need suitable and sufficient evidence of a Primary Appraisal, JFMS-IMS-SAF-06-01-08-003-vC and subsequent acceptance onto the List of approved contractors, JFMS-IMS-SAF-08-02-04-002-vA. Where there is a request for a Sub-contractor induction, James Fisher Marine Services will need to see adequate evidence of a Secondary Appraisal, conducted by the Principal or Main Contractor. All appraisal information, whether Primary, or Secondary, must be submitted at least 10 working days before the intended start date, and whilst every effort will be made to accommodate harmonious relationships, James Fisher Marine Services will not be held responsible for any loss incurred by Principal, Main or Sub-contract organisations that have not complied with this procedure.

All requests for induction should be made through initial contact with James Fisher Marine Services SHEQS Department. Before commencement of tasks, copies of nationally or internationally recognised individual **technical**, and where applicable, **Health, Safety and Environmental** competency for each inductee will need to be seen, where this cannot be supplied, James Fisher Marine Services SHEQS Department will evaluate the case of the individual prior to induction and reserve all rights to make any judgment in order to preserve loss control.

It must be re-iterated that James Fisher Marine Services will not be held responsible for losses if the procedure is not adhered to and any deviation from this procedure is at the discretion of James Fisher Marine Services SHEQS Department only.